

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES**

<b>Type of Meeting</b>	<b>Service Area 1 Quality Improvement Council</b>	<b>Date</b>	<b>May 6, 2014</b>
<b>Place</b>	<b>2323-A E. Palmdale Blvd., Palmdale, CA 93550</b>	<b>Start Time:</b>	<b>2:00 p.m.</b>
<b>Chairperson:</b>	<b>Debi Berzon-Leitelt, LCSW, MPA</b>	<b>End Time:</b>	<b>3:30 p.m.</b>
<b>Co-Chair Person:</b>	<b>Barbara Paradise, LMFT</b>		
<b>Recorder:</b>	<b>Debi Berzon-Leitelt</b>		
<b>Members Present:</b>	Allen Pouravanes; Barbara Paradise; Carmen Luna; Catherine Houghton; Dana Adoptante; Debi Berzon-Leitelt; Karen Ferguson; Kerry Brown; Lauren Cheung; Lauren Dodge; Levana Adato; Marilou Joguilon; Michelle Bee; Mary Crosby; Nikki Dorsey; Shelvey Tajii; Stephanie Loya; Trinh Phan;		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 2:00 p.m.	Introductions were made.	D. Berzon-Leitelt
<b>Minutes (link)</b>	No review of prior minutes - Last QIC was March 3, 2014	Ongoing	D. Berzon-Leitelt
<b>MHSIP Surveys QI</b>	D. Berzon-Leitelt debriefing about Consumer Perception Surveys with liaisons and any problems/concerns with the process. L. Cheung indicated concerns about client feedback.	It was recommended to make sure that Program Manager is aware of any feedback that is of concern on surveys.	D. Berzon-Leitelt
<b>EQRO QI</b>	D. Berzon-Leitelt thanked SA liaisons for participation in EQRO focus groups.	Results for EQRO available in approximately two months and recommendation to visit website <a href="http://www.caegro.com">www.caegro.com</a>	D. Berzon-Leitelt
<b>Parameters for Family Engagement QI</b>	<ul style="list-style-type: none"> <li>4.16 Parameters of Family Engagement and Inclusion for Adults <ul style="list-style-type: none"> <li>✓ Presented by Helena Ditko, Office of Family Engagement</li> <li>✓ Presentation by Ms. Ditko at July SA-1 QIC</li> </ul> </li> </ul> D. Berzon-Leitelt – Informed QIC about the Parameters for Family Engagement and the next QIC and presentation on July 1 <sup>st</sup> . Discussed that the Parameters are being looked at by Countywide as a QI project	Next SA-1 QIC July 1 <sup>st</sup> Training	D. Berzon-Leitelt
<b>Office of the Medical Director (OMD) QI</b>	D. Berzon-Leitelt provided feedback about the Annual Medication Monitoring Peer Review. Discussed the previous information provided to the SA QIC (May 2013) Informed that this review was directed toward Body Mass Index (BMI) recorded in the clinical record in previous 12 months as well as update of current medications; (sample 11/2013)	Follow up with information from previous Summary of Findings	D. Berzon-Leitelt

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<b>Notice of Action (NOA) QI/QA</b>	<p>D. Berzon-Leitelt informed QIC not to change the NOA document and informed per PRO that it is a state document and that it is not to be altered or changed</p> <p>Printer at the PRO does not have the ability to print “informing materials.” Informed QIC that although the agreement is that the PRO will provide material to be available to beneficiaries, they can be printed out from the Website by DO and contracted providers. <a href="http://dmh.lacounty.gov/wps/portal/dmh/for_providers">http://dmh.lacounty.gov/wps/portal/dmh/for_providers</a> ( go to “Our Services” and “Patients’ Rights Office” to print out materials)</p> <p>Telephone screening or “triage” over the phone and issuing and NOA is not a good practice. If a client does not meet medical necessity, before issuing an NOA the client should be seen face to face.</p>	<p>N/A</p> <p>D. Berzon-Leitelt will follow up with changes</p> <p>N/A</p>	<p>N/A</p> <p>D. Berzon-Leitelt (as indicated)</p> <p>N/A</p>
<b>DMH Cultural Competency Committee (CCC) (QI)</b>	<p>D. Berzon-Leitelt - April 14<sup>th</sup> CCC We are able to attend via conference call or WebEx; at the last CCC on conference and WebEx, Tarzana TC and QIC Chair attended. Informed QIC of the importance to attend because of having the capability to be present via technology.</p> <p>Barbara Paradise discussed the mention that the EQRO received feedback about how difficult it is for the SA to be able to participate in trainings and other events. So, if we are being provided access to participate it is necessary that we show representation and participate in what is being offered to us. We cannot ask to be more included and not participate.</p> <p>CCC has come up with five workgroup goals; Mission &amp; Vision; Outreach &amp; Presentations; Data; Training; &amp; Alignment</p>	<p>Meets every 2<sup>nd</sup> Wed. of every month 1:30-3:30pm DMH Headquarters 10<sup>th</sup> fl</p>	<p>D. Berzon-Leitelt</p>
<b>Quality Assurance Referrals</b>	<p>Debi Berzon-Leitelt - Referrals from schools that are not complete; Discussed referrals to programs that are not complete and what are considered a referral and what are we saying constitutes a referral? Per QA we want make sure that we are <b>consistent</b> with referrals. So, pretty much, regardless, we would want to treat all referrals consistent and link within the 30 days.</p> <p>Question about referrals: What do we do if there is missing information and how do we handle that?</p> <p>Barbara Paradise - Discussed the 30-day requirement and tracking referrals; provided examples</p>	<p>D. Berzon-Leitelt: As a suggestion: In this SA, everyone communicates well, so we would want to communicate with the referral source.</p>	<p>D. Berzon-Leitelt</p>
<b>QIC Program</b>	<p>Debi Berzon-Leitelt – Discussed what we do in our SA QIC and having a written protocol for the SA. Discussed the working document in progress for the SA. Discussed the 104.09 Policy and reiterated the document requested for the SA. Barbara Paradise provided feedback and suggested for all providers to go to their policy/procedures for QA/QI and access the documents being requested. Barbara also informed the QIC that the funding comes from the State and Federal grants that funds our programs and that we also have to show that we meeting the requirements.</p> <p>Reminded to fax the Change of Provider logs to SA QIC chair and the PRO monthly, whether there were any requests or not. This process needs to be done monthly.</p>	<p>N/A</p>	<p>N/A</p>

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<b>QA</b>	<ul style="list-style-type: none"> <li>ICD 10 will be postponed until October</li> <li>Legal Entity Certification: Satellites / “Multiagency” sites; you can have two staff per provider located at a multiagency site and there is no cap on the hours</li> <li>Copies of records: Appendix 25 has to be provided for records that are provided to clients which indicated that the copies of records you are releasing are “true and original.” Appendix 25 applies to DO and Contract Providers.</li> </ul>	Allen Pouravanes	N/A
<b>Work Plan Goals 2014</b> <b>QI</b>	<p>Barbara Paradise review the QI Work Plan Goals for 2014</p> <p>Accessibility to Services – Response time to after hour PMRT; Hollywood Community has been helping with hospitalizing voluntary admission and sent ambulance within an hour and fifteen minutes (for adults) as the wait time for PMRT has been lengthy</p>	Ongoing	N/A
<b>Web Presentation</b>	An Overview for the SA QIC; the LA County DMH Program Support Bureau Website	N/A	D. Berzon-Leitelt
<b>Discussion</b>	<i>NO Questions, Comments, Discussion</i>	N/A	N/A
<b>Next Meeting</b>	<p>Next Meeting July 1, 2013 (<i>unless otherwise indicated</i>)</p> <p>Antelope Valley Kidz Connection (661) 223-3800</p> <p>2323-A Palmdale Blvd., Palmdale, CA 93550</p>	N/A	N/A

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**Barbara Paradise, LMFT**  
SA – 1 QIC Co-chair

Submitted: *Debi Berzon-Leitelt, LCSW, MPA*

**Debi Berzon-Leitelt, LCSW, MPA**  
SA – 1 QIC Chair